

wessex

Customer Service

Wessex has many years experience in designing, installing and maintaining products that aid mobility. These include through floor lifts, hoists, stairlifts and platform lifts.

Our commitment to customers does not end with the installation of a product. We offer a full range of Service Contracts which are designed to give the correct level of maintenance as recommended by British Standards and additional peace of mind to prevent or cover unexpected breakdowns.



customer service



WE PROVIDE A PROFESSIONAL SERVICE



A MEMBER OF THE RATCLIFF GROUP

Service Contracts at a glance

Equipment Type	Extended Warranty		Wessex Gold	Wessex Silver	Wessex Bronze
	5-year	3-year			
Vertical Lifts VM, VL, VS	✓	✓	✓	✓	✓
Hoists PH, TM	✓	✓	✓	✓	✓
Step Lift SP, SB	✓	✓	✓	✓	✓
Attendant Lift/Homelift				✓	✓
Stair Lift SL				✓	✓
Liberty Lifts LL, LE, LM	✓	✓	✓	✓	✓
Lifting Platform LP	✓	✓	✓	✓	✓
Platform Stairlift					✓
Equipment installed by others					✓

Extended Warranty - includes 2 services per year, call out charges and parts

Available for 3 or 5 years giving comprehensive cover for total peace of mind. Requires one single payment within 30 days of installation.

Gold - includes 2 services per year, call out charges and parts

Renewable annually (or longer by agreement). Flexible payment terms (3 monthly, 6 monthly or annually in advance). Available for Wessex manufactured and installed products up to 5 years old.

Silver - includes 2 services per year and call out charges (parts charged extra)

First class cover, renewable annually (or longer by agreement). Flexible payment terms (3 monthly, 6 monthly or annually in advance). Available for Wessex manufactured products, installed by Wessex engineers.

Bronze - includes 2 services per year (call out charges and parts charged extra)

Maintenance cover at competitive prices, renewable annually (or longer by agreement). Flexible payment terms, either in advance or after service visit.

The Wessex policy is one of continuous product development and the Company therefore reserves the right to alter product or component specifications without notice.



NOTE:

- All Service Contract prices include the recommended 2 programmed service visits per year
- Cover for labour available within normal office hours. Response outside these hours may incur additional costs.
- Terms and Conditions apply as shown on Contract Agreement.
- Significantly **discounted prices** for multiple units on any one Contract are available.



Wessex Lift Co. Ltd.

Budds Lane, Romsey, Hampshire SO51 0HA England
T: +44 (0)1794 830303 F: +44 (0)1794 512621

E: info@wessexlifts.co.uk W: www.wessexlifts.co.uk

A member of the Ratcliff Group.

Registered Office: Bessemer Road, Welwyn Garden City, Hertfordshire, AL7 1ET
Registered Number: 1269836 VAT Number: 190 0689 57.

